HP
Scanjet
3770
digital flatbed
scanner

User's Manual

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HP Scanjet 3770 digital flatbed scanner

User's Manual

Contents

1   How to use the scanner

This manual describes the operation of the HP Scanjet 3770 digital flatbed scanner, including how to use the scanner, customer support, and installation troubleshooting. For installation procedures, see the Setup Poster. For scanning software procedures, see the **HP Image Zone** on-screen help.

This section presents an overview of the scanner and information about how to use and care for the scanner.

Note   **If you have installed HP Windows® software from CD 2**, the software names in the documentation differ as follows from what was installed:

1) Your software is named HP Photo & Imaging instead of HP Image Zone; **2**) Your picture management software is called HP Photo & Imaging Gallery instead of HP Image Zone. There may be other terminology differences between the software you installed and the documentation.

Scanner parts and accessories
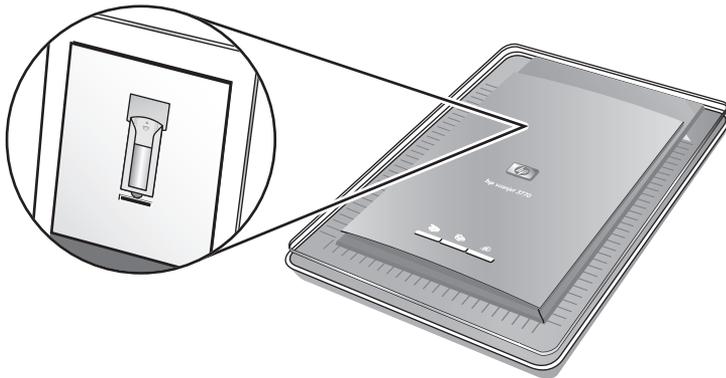
Scanner with built-in transparent materials adapter (TMA)

Overview of the HP software

- The HP Director provides easy access to the software applications, default settings, status, and on-screen help for your HP device. By using the HP Director, you can scan various types of originals (pictures, slides, negatives, and documents), make copies, view and print images, go to the HP Shopping website, and update your HP software.
- The HP Image Zone provides tools for managing your still photos, scanned images, and video clips. You can easily edit and print your images, use them in various projects, and share them with family and friends.
- Using the HP Scanning software, you can scan items such as pictures, slides, negatives, and documents, and then save them or send them to a

destination of your choice (such as a software application or file). The software gives you the option of previewing images before the final scan takes place. While previewing, you can adjust the image to achieve the final effect that you want. The software also allows you to configure scan settings.

● The HP Copy software sends scanned images directly to your printer.

For more information on the HP software, see the HP Director on–screen help. To access the on–screen help in the HP Director:

1   Do one of the following:

   –   On the Windows desktop, double-click the **HP Director** icon (⌨).
   –   In the system tray at the far right of the Windows taskbar, double-click the **HP Digital Imaging Monitor** icon.
   –   On the taskbar, click **Start**, point to **Programs** or **All Programs**, point to **HP**, and then click **Director**.

2   If you have installed more than one HP device, click one in the **Select Device** list.

   The HP Director displays only the buttons that are appropriate for the selected device.

3   Click the **Help** button.

Scanner buttons and accessories overview

Feature		Description
⬗	**Scan**	Scans pictures and documents from the scanner glass, and scans slides and negatives from the TMA.
⬗	**Copy**	Scans the item from the scanner glass to a printer to make copies.
⬗	**HP Instant Share**	Scans the item and allows you to send it in e-mail, create an album on the HP Photo website, or order high-quality prints. (Not all services are available in all locations.)

Transparent materials adapter (TMA)

You can use the transparent materials adapter (TMA) to scan 35 mm slides or negatives.

For more information about the TMA, see Scan slides and negatives.

Scanning overview

Note   Macintosh users, see the HP Image Zone software on-screen help for information about scanning procedures.

You can start scanning in one of three ways:

- **Scan from the buttons on the scanner lid**

  The buttons on the scanner lid provide shortcuts to frequently used scanning functions. Descriptions for using the scanner-lid buttons are located in this manual.

- **Scan from the HP Director**

  Scan from the HP Director software when you want more control of your scan. The default Preview setting is on for scans initiated from the HP Director, which gives you more controls to customize the scan.

  To start the HP Director software, double-click the **HP Director** icon (🖼) on the desktop. The **HP Director** window appears. From this window you can scan, view, or print images, use on-screen help, and more.

  If the **HP Director** icon is not on the desktop, on the **Start** menu, point to **Programs** or **All Programs**, point to **HP**, and then click **HP Director**.

- **Scan from other applications**

  You can bring an image directly into an open file in one of your applications if the application is TWAIN- or WIA-compliant. Generally, the application is compliant if it has a command such as **Acquire**, **Scan**, or **Import New Object**. If you are unsure whether the application is compliant or what the option is, see the documentation for that application.

Scan pictures and documents

Press the **Scan** (📇) button to scan pictures and documents.

Note You can also use the **Scan** (📇) button to scan slides or negatives from the TMA. For more information, see Scan slides and negatives.

1   Place the original face down in the upper right hand corner on the glass as shown by the corner reference mark on the scanner.
2   Close the scanner lid.
3   Press the **Scan** button (📇) on the scanner lid.

4   In the dialog box that appears, select:

–   **Picture** if you are scanning a photograph, a graphic, slides, or negatives. The default setting for scanned pictures is to appear in the HP Image Zone.

–   **Document** if you are scanning text, both text and graphics, or any text that you want to edit later. Scanned documents appear in the specified destination.

5   Follow the instructions on the screen to finish scanning.

Note   Macintosh users, see the HP Image Zone software on-screen Help for information about scanning procedures.

To simplify scanning, the software does not prompt you to preview the picture when you use the **Scan** button (⬙) on the scanner lid. If you want to preview the scanned picture, select the **Show Preview** check box on the screen, or begin the scan from the HP Director.

The HP Scanning software can automatically correct your pictures or restore faded colors in old pictures. The preview setting must be on to use this feature. To turn picture correction on or off, select **Automatically Correct Photos** in the **Basic** menu of the HP Scanning software, and then select the **Restore Faded Color** check box.

Scan multiple pictures with one scan

You can scan multiple pictures at the same time from the scanner glass.
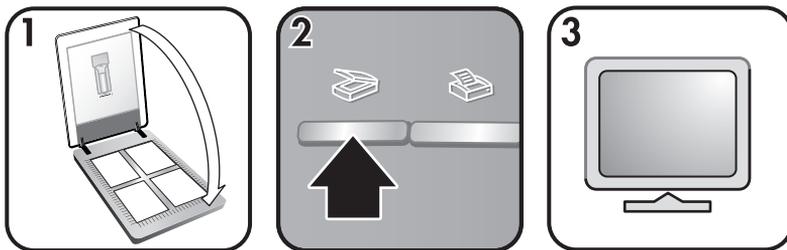
1   Place the original pictures in each corner of the scanner glass with at least 1/4 inch (6.35 mm) space between the pictures, and then close the scanner lid.

Tip   After scanning the pictures, you can rotate the scanned pictures in the HP Image Zone software.

2   Press the **Scan** button (⬙) on the scanner lid.
3   Follow the instructions on the screen to finish scanning.

Each scanned picture appears in the HP Image Zone software as a separate picture.

Tip Use the **Scan** (⊗) button on the scanner lid to scan multiple pictures with one scan. The Preview setting for the **Scan** button (⊗) must be set to off, which is the default setting. To change the preview settings for the **Scan** button (⊗) or HP Director, see Change settings. For scans from the HP Director, the Preview setting is on by default.

Scan slides and negatives

Tips for scanning slides and negatives

- To scan a transparency that was used for an overhead projector, place the transparency on the scanner glass, place a white sheet of paper on top of the transparency, and then scan as usual.
- When scanning a 35 mm slide or negative, the scanner software automatically enlarges the image to approximately 4 x 6 inches (10 x 15 cm). If you want the final image to be larger or smaller, use the **Resize** tool in the scanner software to set the scaling to the final size you want; the scanner will scan the item at the proper resolution for the size you choose.
- To scan 35 mm slides or negatives by using the TMA, press the **Scan** button (⊗) on the scanner lid.
- When cropping images, completely remove the borders to reduce excess light interference.

Scan slides

The transparent materials adapter (TMA) enables you to scan as many as two 35 mm slides or two 35 mm negatives at one time. To scan 35 mm slides, use the slide holder that is part of the built-in TMA.
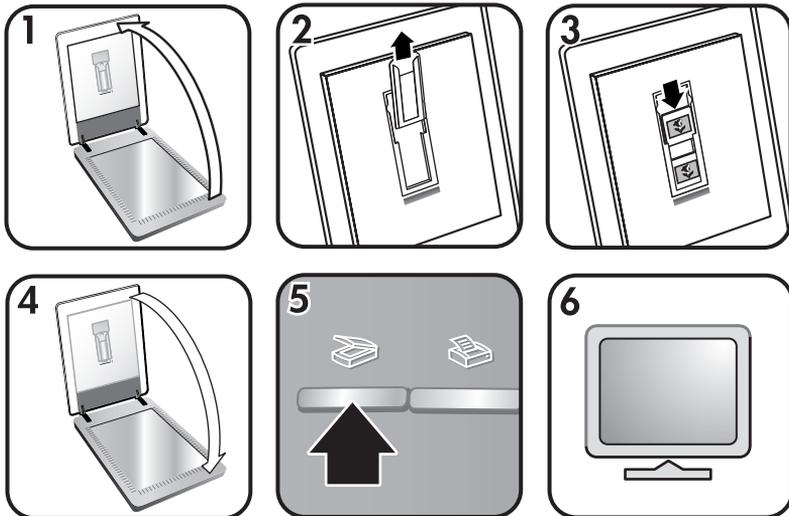
1   Open the scanner lid.
2   Remove the negative strip holder, if present, from the slide holder.

3　　Place as many as two slides into the slide holder. Insert the slides with the top up and with the front of the slides facing you.

4　　Close the scanner lid.

　　　Note　Make sure that the slides are flat and do not overlap. Do not press the **Scan** button (⊗) until the slides are loaded and the lid is closed.

5　　Press the **Scan** button (⊗) on the scanner lid.

　　　A dialog box appears asking what you are scanning.

6　　Select **Picture**.

7　　Click **Scan**.

8　　Select **Slides from a Transparent Materials Adapter (TMA)**.

9　　Click **Scan**.

10　The scan is sent to the HP Image Zone.

　　　If you want to preview the scanned picture, select the **Show Preview** check box on the screen, or begin the scan from the HP Director software.

11　Follow the instructions on the screen to finish scanning.

12　When finished, remove the slides. Place the negative strip holder back into the scanner lid for convenient storage.

Scan negatives

To scan 35 mm negatives, use the negative strip holder that is part of the built-in TMA.
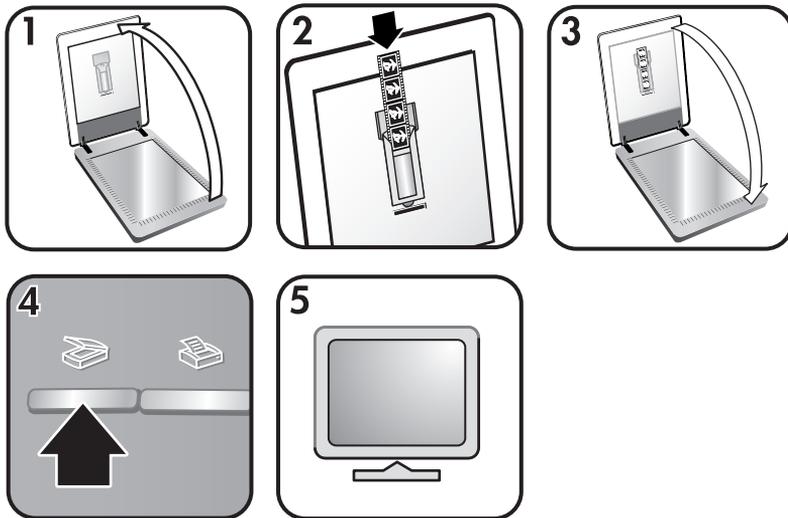
1　　Open the scanner lid, and remove the negative strip holder, if present, from the slide holder.

2　　Slide a negative strip into the negative strip holder so that the shiny side faces you.

Note   Negatives are easily damaged. Touch them only on their edges.

3   Insert the negative strip holder back into the slide holder, and then close the scanner lid.

Note   Do not press the **Scan** button (⬒) until the negatives are loaded and the lid is closed.

4   Press the **Scan** button (⬒).

A dialog box appears asking what you are scanning.

5   Select **Picture**.
6   Click **Scan**.
7   Select **Negatives from a Transparent Materials Adapter (TMA)**.
8   Click **Scan**.
9   The scan is sent to the HP Image Zone.

If you want to preview the scanned picture, select the **Show Preview** check box on the screen, or begin the scan from the HP Director software.

10   Follow the instructions on the screen to finish scanning.
11   When finished, remove the negative strip. Place the negative strip holder back into the scanner lid for convenient storage.

Note   You can scan a negative in other ways. For example, in HP Director, click **Scan Picture**. Or, if you know you'll be sharing an item using HP Instant Share, use the HP Instant Share button (⬚) on the scanner lid.

Print copies

Use the **Copy** button (⬒) to scan an original and send it directly to a printer to make copies.

1   Place the original face down on the scanner glass as indicated by the reference marks on the scanner, and close the lid.
2   Press the **Copy** button (⬒) on the scanner lid. A message appears that shows the copy progress.
3   If you want to increase the number of copies, lighten or darken the copies, reduce or enlarge them, or change printer settings, click **Cancel** in the **Copy in Progress** dialog box. You can then make changes to settings in the HP Copying software.

You can also make copies from the HP Director. For more information, see the HP Image Zone software on-screen help.

E-mail scanned pictures

You can scan one or more pictures with your HP scanner and e-mail them in two ways:

● Use HP Instant Share
● E-mail your scanned images as attachments

E-mail a scanned picture with HP Instant Share

You can easily 1) send someone an e-mail with thumbnails and links to your pictures stored on a secure HP website – no more attachments; 2) upload pictures to the HP Photo web site to create online picture albums; or 3) order professional-quality prints from an HP partner web site. (Not all services are available in all regions or for all operating systems.)

1   Place the slides or negatives in the TMA or place the photo face down on the scanner glass, and then close the scanner lid.
2   Press the **Scan** button (⌦) on the scanner lid.

    The scan is displayed in the HP Image Zone software. If multiple selection areas were detected, the selections are displayed as separate scanned images.

3   Select one or more pictures in HP Image Zone.
4   Click **To E-mail**, and then follow the on-screen directions.

E-mail your scanned images as attachments

1   Place the slides or negatives in the TMA or place the photo on the scanner glass (look for the icons on the scanner to guide you in proper placement of the original), and then close the scanner lid.
2   Press the **Scan** button (⌦) on the scanner lid.

    The scan is displayed in the HP Image Zone software. If multiple selection areas were detected, the selections are displayed as separate scanned images.

3   Select one or more pictures in the HP Image Zone.
4   Click the **Selections Menu** below the images.

    A dialog appears that displays a list of destinations for the images.

5   Select your e-mail application from the list of destinations, and then click **OK**.

    Your e-mail software starts, and a new e-mail message (with the images that you selected attached to it) opens.

6   Enter the e-mail destination and subject, and write a note.
7   Send the message as you normally would from the e-mail program.

E-mail scanned documents

1   Place the original face down in the upper right hand corner on the scanner glass, as shown by the corner reference mark on the scanner.
2   Close the scanner lid.
3   Press the **Scan** button (✍) on the scanner lid.
4   Select **E-mail** from the scroll-down menu.
5   Follow the instructions on the screen to finish scanning.

Change settings

You can customize some features of your HP Scanjet scanner, including the scanner-lid button settings and other preferences.

- **Change settings from the HP Director**

  When you use the scanner buttons or the HP Director software, the scanner uses settings optimized for the scanned original type, such as a picture. You can change all scan settings from the **Settings** menu from the HP Director. To change settings, start the HP Director software, and then click **Settings**.

- **Turn preview image on or off**

  Note   Macintosh users, see the HP Image Zone software Help for information about turning preview on or off.

1   Double-click the **HP Director** icon (✍) on your desktop. Or, on the taskbar, click **Start**, point to **Programs** or **All Programs**, point to **HP**, and then click **HP Director**.
2   When the HP Director opens, make sure that your HP scanner is selected in the **Select Device** list.
3   On the **Settings** menu, point to **Scan Settings & Preferences**, and then click **Button Settings**. The **Button Settings** dialog box, which has a tab for each configurable button, opens.
4   Click the tab that corresponds to the button that you want to set.
5   Select or clear the preview button setting for that button.
6   When you are satisfied with the settings, click **OK**.

Care and maintenance

Occasional cleaning of your scanner helps ensure optimal performance. The amount of care necessary depends upon several factors, including the amount of use and the environment. You should perform routine cleaning as necessary.

Warning Avoid placing items with sharp edges in the scanner. Doing so can damage the scanner. Before placing an item on the scanner glass, make sure the item is free of wet glue, correction fluid, or other substances that can be transferred to the glass.

● **Clean the scanner glass**

Disconnect the USB cable and power cable from the scanner.

Clean the glass using a soft, lint-free cloth sprayed with a mild glass cleaner, drying the glass with a dry, soft, lint-free cloth.

Caution Use only glass cleaner. Avoid abrasives, acetone, benzene, and carbon tetrachloride, all of which can damage the scanner glass. Avoid isopropyl alcohol because it can leave streaks on the glass.

Do not spray the glass cleaner directly on the glass. If too much glass cleaner is applied, the cleaner could run to the edges and damage the scanner.

When finished, reconnect the USB cable and power cable to the scanner.

Note For instructions on how to clean the underside of the scanner glass, visit www.hp.com/support.

● **Clean the transparent materials adapter (TMA)**

Clean the TMA with a dry, soft cloth. If necessary, lightly spray the cloth with glass cleaner and wipe the TMA.

2   Troubleshooting

This section contains solutions for potential issues with the scanner and the transparent materials adapter (TMA).

Frequently asked questions

This section contains answers to frequently asked questions.

How do I test my scanner hardware?

1   Ensure that the TMA cable on the scanner lid is connected to the back of the scanner.
2   Ensure that the scanner is not connected to the computer.
3   Reset the scanner. See Reset the scanner.
4   Disconnect the USB cable and power cable from the scanner.
5   Ensure that the scanner power cable is still connected to the power source.
6   Press and hold the **Scan**(⊜) and **Copy** buttons (⊜) on the scanner at the same time while reconnecting the power cable to the scanner.

    The TMA should turn on for three seconds and then turn off. After the TMA turns off, the carriage in the scanner should move forward and backward, and the scanner lamp should turn on. The scanner lamp should flash six times while the carriage is still in motion.

7   To end the test, disconnect the power cable.

How do I turn off the lamp?

The scanner lamp should time out and turn off automatically after a period of inactivity (about 14 minutes). If it does not turn off automatically, do the following:

1   From the HP Director, click **Settings**.
2   Select **Scan Settings & Preferences**.
3   Select **Scan Preferences**.
4   Click the **Quality vs. Speed** tab.
5   Turn off **Extended lamp** to turn the scanner lamp off after 14 minutes of inactivity. If this option is on, the scanner lamp turns off after 1 hour of inactivity.

If the scanner lamp issues continue, see Customer support.

How do I turn off the scanner?

Normally you do not need to turn off the scanner because after a period of inactivity (about 14 minutes), the scanner reduces to a low-power mode. If you need to turn off the scanner completely, disconnect it from the power source (electrical outlet or surge protector).

How do I scan text for editing?

The scanner uses optical character recognition (OCR) to convert text on a page to text that you can edit on your computer. The OCR software is installed automatically when you install the HP Image Zone software.

To select OCR settings, complete the following steps:

1 Open the **HP Director** software.
2 Click **Settings**, click **Scan Preferences**, and then select **Button Settings**.

> **Note** If you are starting the scan from the scanner lid button, click the **Scan button** tab. If you are starting the scan from the HP Director, click the **Scan Document button (Director)** tab.

3 Click **Modify Scan Document Settings**, and then click the **Editable Text Settings** tab.

Two formatting options are available:

– **Retain page formatting**. When you select this option, the text blocks, tables, and graphics are re-created in the same place, and the word and paragraph formatting are maintained. This might make editing more difficult because the software saves the columns in frames, with no text flow from one column to the next. Select the **Use columns when possible** check box to retain columns that are easier to edit. Most users choose this option. The text flows from one column to the next, allowing for easier editing.
– **Do not retain page format**. Select this option for flowed text. This creates a file with continuous text. This is recommended for text that you want to edit and reformat for other purposes.

Scanned text might not appear on your computer exactly as it appeared on the original, especially if the original contains faint or smudged text. For example, some characters might be incorrect or missing. As you edit the text, compare the scanned text against the original, and then make corrections as necessary.

Scanner installation or setup issues

This section contains solutions for installation and setup issues.

Check your computer

● Ensure that your computer meets the minimum system requirements that are listed on the scanner box.
● If you do not have enough hard-disk space, remove unnecessary files.

Use administrative privileges

If you are installing the scanner on a Microsoft® Windows® 2000 or XP system, you must be logged on as an Administrator. See your operating system help for how to log on as an Administrator.

Use a valid folder

On a Microsoft Windows computer, if you receive a message such as "Destination Directory Is Invalid" or "Program Folder Is Invalid" during installation, you may not have read/write permissions to that folder.

Check the cables

Cable type	Action
Power cable	The power cable is connected between the scanner and an AC outlet. • Ensure that the power cable is securely connected between the scanner and a live electrical outlet or surge protector. • If the power cable is connected to a surge protector, ensure that the surge protector is plugged into an outlet and turned on. • Disconnect the power cable from the scanner and turn off the computer. After 60 seconds, reconnect the power cable to the scanner, and then turn on the computer, in that order.
USB cable	The USB cable is connected between the scanner and the computer. • Use the cable that was included with the scanner. Another USB cable might not be compatible with the scanner. • Ensure that the USB cable is securely connected between the scanner and the computer. For additional USB troubleshooting information, see www.hp.com/support, select your country/region, and then use the search tool to find USB troubleshooting topics.

Note On a Macintosh computer, use the Apple System Profiler to ensure that the scanner is connected to the computer correctly.

Scanner initialization and hardware issues

This section contains solutions for initialization and hardware issues.

Reset the scanner

If you receive an error message similar to "Scanner initialization failed" or "Scanner not found" when trying to use the scanner:

1 Close the HP Scanning software if it is open.
2 Disconnect the USB cable that connects the scanner to the computer.
3 Turn the scanner off by disconnecting the power cable.
4 Turn the computer off, wait 60 seconds, and then turn it on again.
5 Turn the scanner back on by reconnecting the power cable.

6   Reconnect the USB cable that connects the computer and the scanner.

– Make sure that the USB cable is properly connected to the back of the scanner. The USB symbol on the end of the cable (the connector) should be facing up. When connected correctly, the USB connector feels slightly loose. When connected incorrectly, the USB plug feels overly tight.

– Try connecting the USB cable to a different USB port on your computer.

If the scanner still fails to initialize, run the Repair utility (Windows computers only) as described in the Scanner has stopped working properly section.

Test scanner hardware

If you think the scanner has a hardware issue, verify that the cables are firmly connected to the scanner, the computer, and the power source. If the cables are correctly connected, test the scanner using this procedure.

1   Ensure that the TMA cable on the scanner lid is connected to the back of the scanner.

2   Ensure that the scanner is not connected to the computer.

3   Reset the scanner. See Reset the scanner.

4   Disconnect the USB cable and power cable from the scanner.

5   Ensure that the scanner power cable is still connected to the power source.

6   Press and hold the **Scan**(⬓) and **Copy** buttons (⬓) on the scanner at the same time while reconnecting the power cable to the scanner.

The TMA should turn on for three seconds and then turn off. After the TMA turns off, the carriage in the scanner should move forward and backward, and the scanner lamp should turn on. The scanner lamp should flash six times while the carriage is still in motion.

7   To end the test, disconnect the power cable.

Scanner has stopped working properly

If the scanner stops scanning, complete the following steps in order. After each step, start a scan to see if the scanner is working. If not, proceed with the next step.

● A cable might be loose. Ensure that both the USB cable and power cable are securely connected

● Unplug the power cable from the power source, wait 60 seconds, and then plug it back in.

● Restart your computer.

● A software conflict might exist on your computer. You might need to reinstall the HP Image Zone software. To do this, run the Repair utility (Windows computers only).

– Click **Start**, point to **Settings**, and then click **Control Panel** (in Windows XP, click **Start**, and click **Control Panel**).

– Click **Add/Remove Programs**, and then select the **HP Image Zone** software.

- Click **Add/Remove** (or **Change**, depending on your version of Windows).
- Follow the instructions on the computer screen, and then click **Repair**.

● Install the scanner on another computer. This helps determine if the issue is related to the computer or to the scanner.

Transparent materials adapter (TMA) issues

Use this section to help resolve issues that might occur when scanning 35 mm slides and negatives from the transparent materials adapter (TMA).

Transparent materials adapter does not work at all

The TMA adapter cable might not be connected correctly. Ensure that the adapter cable is connected securely from the TMA to the TMA port on the back of the scanner.

Cannot select slides or negatives in the What are you scanning? dialog box

After each step, start a scan to see if the scanner is working. If not, proceed with the next step.

● The TMA adapter cable might not be connected correctly. Ensure that the adapter cable is connected securely to the TMA port on the scanner.

● If the TMA was connected while the HP Scanning software was running, restart the software. This enables the software to detect the adapter.

● You previously may have selected **Do not ask me again** in the **What are you scanning?** dialog box, which means that the **What are you scanning?** dialog box is bypassed. To reset the dialog box so that it appears, complete the following steps:

- From the HP Director, click **Settings**.
- Click **Scan Picture Settings**.
- Click the **Preferences** tab.
- Select **Prompt for originals, slides or negatives** when the TMA is attached.

No light or only dim light is visible in the TMA

After each step, start a scan to see if the scanner is working. If not, proceed with the next step.

● Make sure the transparent materials adapter (TMA) is connected to the scanner.

● Ensure that **Slides from a Transparent Materials Adapter** or **Negatives from a Transparent Materials Adapter** is selected in the **Scan Picture** dialog box. If these two options are unavailable, restart the software while the TMA is connected to the scanner.

- The bulb in the adapter might not be working. Press the **Scan** button (◈), and then select **Slides or Negatives** and look for illumination. If the bulb is broken, service is required. See Customer support.
- The adapter has a short warm-up mode. Wait a few seconds to see if the light turns on. For the best scanning quality, let the adapter light warm up for at least 30 seconds.

Resolve issues with slides or negatives

Use this section to help resolve issues with 35 mm slides or 35 mm negatives scanned from the transparent materials adapter (TMA).

The image cannot be enlarged

You might have selected **Zoom in** instead of **Resize**. **Zoom in** changes only the view on the screen. Use **Resize** to change the size of the scanned image. For more information, see the HP Image Zone software Help.

Incorrect colors print, or the image is too light or dark

- A final scan area might not have been selected. The software might be setting the exposure for the entire area instead of the final scan area. Select and drag the handles around the selection area you want for the final scan area.
- The settings for transparent materials are reversed. Select **Slides from TMA** for slides or **Negatives from TMA** for negatives.
- Ensure that the TMA windows are not blocked or dirty.

The scanned image shows a colored tint, usually pink

The image was probably scanned without using the adapter. To review the steps for scanning 35 mm slides or negatives, see Scan slides and negatives.

Dots or streaks appear in the scanned image

- Check the original slide or negative for damage or debris.
- Clean the scanner glass.
- Clean the adapter windows using a slightly damp, soft cloth.

Scanned images are dark

- Check to see if the adapter light is on before you click **Scan** or **Accept**.
- The bulb in the adapter might be broken or not working. If the bulb is broken, service is required.

Scanned image is black even though the adapter light is on

- From the **Basic** menu in the HP Image Zone software, click **Lighten/Darken**.
- Ensure that the adapter windows are not blocked or dirty.

Uninstall the software

Use the following steps to remove the software.

1   Do one of the following:

–   From the **Start** menu, point to **Programs** or **All Programs**, point to **HP**, point to the name of your scanner or to **Scanners**, and click **Uninstall Software**.

–   Click **Start**, point to **Settings**, and click **Control Panel** (in Windows XP, click **Start**, and click **Control Panel**). Click **Add/Remove Programs**, select the **HP Image Zone** software, and click **Add/Remove** (or **Change**, depending on your version of Windows). The HP Install Wizard appears.

2   Click **Next**.
3   Select **Remove**, and then click **Next**.

The software is removed from your computer.

Additional troubleshooting information

To solve other issues with the scanner or transparent materials adapter, access the on-screen help:

1   Open the **HP Director** software.
2   Click **Help**, and then click **HP Scanjet 3770 scanner**.

To solve issues with the scanner software, see the HP Image Zone on-screen help.

3   Customer support

This section contains support information, including phone numbers and website information.

Accessibility website options

Customers with disabilities can get help by visiting www.hp.com/accessibility.

HP website

Visit www.hp.com to:

- Learn tips for scanning more effectively and creatively.
- Access HP Scanjet driver updates and software.
- Register your product.
- Subscribe to newsletters, driver and software updates, and support alerts.
- Purchase accessories.

Support process

The HP support process works most effectively if you perform the following steps in the order specified:

1. Review the electronic help for the software and scanner, including the troubleshooting section.
2. Access the HP Customer Support Website for support. If you have access to the Internet, you can obtain a wide range of information about your scanner. Visit the HP website for product help, drivers, and software updates at www.hp.com/support. The HP Customer Support Website is available in the following languages: Dutch, English, French, German, Italian, Portuguese, Spanish, Swedish, Traditional Chinese, Simplified Chinese, Japanese, Korean. (Danish, Finnish, and Norwegian support information is available in English only.)
3. Access HP e-support. If you have access to the Internet, connect with HP via e-mail by going to www.hp.com/support. You will receive a personal reply from an HP Customer Support technician. E-mail support is available in the languages listed at that website.
4. Contact your local HP dealer. If your scanner has a hardware failure, take it to your local HP dealer for a solution. Service is free during your scanner's limited warranty period. After the warranty period, the dealer will quote a service charge.

   – Contact the HP Customer Support Center for support by phone. Please consult the following website to check the details and conditions of phone support in your country/region: www.hp.com/support. As a part of HP's continuing efforts to improve phone support information services, we advise you to check the HP website on a regular basis for new information regarding service features and delivery. If you cannot solve

the issue by using the above options, call HP while you are in front of your computer and scanner. For faster service, please be prepared to provide the following information:
– the scanner's model number (located on the scanner)
– the scanner's serial number (located on the scanner)
– the computer's operating system
– the version of the scanner software (located on the scanner's CD label)
– messages displayed at the time the situation occurred

The applicable conditions for HP phone support are subject to change without notice.

Telephone support is free from the date of purchase for the period specified unless otherwise noted.

Locations	Free Phone Support Period
Africa	30 days
Asia Pacific	1 year
Canada	1 year
Europe	1 year (See the following tables for details for each country.)
Latin America	1 year
Middle East	30 days
United States	90 days

Phone support in the United States

Support is available both during and after the warranty period.

Within the period of your warranty, telephone support is provided free of charge. Call 800-HPINVENT (800-474-6836). U.S. phone support is available in both English and Spanish 24 hours a day, 7 days a week (days and hours of support may change without notice).

After the warranty period, call 800-HPINVENT (800-474-6836). Charges are $25.00 U.S. per issue, and are charged to your credit card. If you think your HP product needs service, call the HP Customer Support Center, which can help determine if service is required.

Phone support in Europe, Middle East, and Africa

HP Customer Support Center phone numbers and polices may change. Visit the following website to check the details and conditions of phone support in your country/region: www.hp.com/support.

Algeria	61 56 45 43

(continued)

Austria	www.hp.com/support
Bahrain	800 171
Belgium	www.hp.com/support
Czech Republic	261307310
Egypt	2 532 5222
Finland	www.hp.com/support
France	www.hp.com/support
Germany	www.hp.com/support
Greece	+ 30 210 6073603 (international) 801 11 22 55 47 (in-country) 800 9 2649 (Cyprus)
Hungary	1 382 1111
Ireland	www.hp.com/support
Israel	(0) 9 830 4848
Italy	www.hp.com/support
Luxembourg	www.hp.com/support
Middle East	+971 4 366 2020 (international number)
Morocco	22 404747
Netherlands	www.hp.com/support
Nigeria	1 3204 999
Norway	www.hp.com/support
Poland	22 5666 000
Portugal	www.hp.com/support
Romania	(21) 315 4442
Russian Federation	095 7973520 (Moscow) 812 3467997 (St.Petersburg)
Saudi Arabia	800 897 1444
Slovakia	2 50222444
South Africa	+27 11 2589301 (international) 086 0001030 (Republic of South Africa)

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Spain	www.hp.com/support
Sweden	www.hp.com/support
Switzerland	www.hp.com/support
Tunisia	71 89 12 22
Turkey	216 579 71 71
Ukraine	(380 44) 4903520
United Arab Emirates	800 4520
United Kingdom	www.hp.com/support

Other phone support worldwide

HP Customer Support Center phone numbers and polices may change. Visit the following website to check the details and conditions of phone support in your country/region: www.hp.com/support.

Argentina	+54 11 4778 8380 0 810 555 5520
Australia	+61 (3) 8877800
Brazil	+55 (11) 3747 7799 (Grande São Paulo) +55 0800 157751 (Outside Grande São Paulo)
Canada	800-HPINVENT (800-474-6836) 905-206-4663 (Mississauga)
Central America and the Caribbean	+1 800 711 2884
Chile	800 360 9994
China	+86 (21) 3881 4518
Colombia	01 800 011 4726
Costa Rica	0 800 011 0524
Dominican Republic	1 800 7112884
Guatemala	1800 999 5105
Hong Kong SAR	+852 2802 4098
India	1 600 447737
Indonesia	+62 (21) 350 3408
Jamaica	0-800-7112884

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Japan	0570 000 511 (Inside Japan)
	+81 3 3335 9800 (Outside Japan)
Korea, Republic of	+82 1588-3003 (Seoul)
	0 80-999-0700 (Outside Seoul)
Malaysia	+60 1 800 805 405
Mexico	01-800-4726684)
	(55) 5258 9922
New Zealand	+64 (9) 356 6640
Panama	001 800 711 2884
Peru	0 800 10111
Philippines	+ 63 (2) 867 3551
Puerto Rico	+1 877 2320 589
Singapore	+65 6272 5300
Taiwan	+886 0 800 010055
Thailand	+66 (0) 2 353 9000
Trinidad & Tobago	1 800 7112884
United States	1 800 800-HPINVENT (800-474-6836)
Venezuela	01 800 4746 8368
Vietnam	+84 (0) 8 823 4530

4   Product specifications

This section contains the product specifications for the HP Scanjet 3770 digital flatbed scanner and accessories.

Scanner specifications

Name	Description
Scanner type	Flatbed
Weight (without lid)	HP Scanjet 3770 digital flatbed scanner 2.008 kg (4.42 pounds)
Scanner size (without lid)	HP Scanjet 3770 digital flatbed scanner 286.85 x 435.51 x 47 mm (11.29 x 17.15 x 1.85 inches)
Scanner size (with lid)	HP Scanjet 3770 digital flatbed scanner 286.85 x 435.51 x 65.46 mm (11.29 x 17.15 x 2.57 inches)
Scanning element	Charged-coupled device
Interface	Hi-Speed USB
Optical resolution	HP Scanjet 3770 digital flatbed scanner 2400 dpi
Hardware resolution	HP Scanjet 3770 digital flatbed scanner 1200 x 2400 dpi
Selectable resolution	12 dpi to 999,999 dpi at 100 percent scaling
AC line voltage	100-120 V 60 Hz – North America 200-240 V 50 Hz – Continental Europe, United Kingdom, Australia 100-240 V 50 Hz/60 Hz – rest of the world
Power consumption	For power consumption data, see the regulatory_supplement.htm file on the HP Image Zone software CD.
	The HP Scanjet 3770 digital flatbed scanner is Energy Star compliant. As an Energy Star partner, Hewlett-Packard Company has determined that this product meets the Energy Star guidelines for energy efficiency.

Transparent materials adapter (TMA) specifications

The following specifications refer to the transparent materials adapter (TMA) and not the scanner.

Name	Description
Slide media types	All standard types of 35 mm slides up to 3.2 mm thick: Types A, SB, and LKM
Negative media type	35 mm
Slide media capacity	2
Negative media capacity	1 negative strip
Size	276.62 x 450.39 x 18.46 mm (10 x 17.13 x .73 inches)
Weight	1.02 kg (2.25 lbs)
Power requirements	12 VDC, 5.2 mA, .0603 watts < (supplied by scanner)

Environmental specifications

Name	Description
Temperature	Operating the scanner and TMA: 10° to 35° C (50° to 95° F)
	Storage: -40° to 70° C (-40° to 158° F)
Relative humidity	Operating: 15 percent to 80 percent noncondensing 10° to 35° C (50° to 95° F)
	Storage: 0° to 65° C or (32° to 149° F)

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